
Chapter 2—New installation or 11/11E upgrade from a Software Daughterboard

Introduction

This chapter describes how to install the software on a new Option 11C or when upgrading an existing Option 11/11E to Option 11C using the software daughterboard.

The Software Daughterboard is pre-programmed with the system software before being shipped to the customer site. This is the method used in most cases.

CAUTION

A Software Daughterboard, Security Device and Keycode Data Sheet are required to allow proper installation of the software. A keycode data sheet is needed to complete the installation. Refer to the keycode data sheet when entering the ISM parameters, adding packages or changing the AUX ID.

How to install software in a new system

Summary of steps

The Software Installation steps are summarized in the following list. They consist of:

- Installing the Software Daughterboard and Security Device.
- Selecting the New System Installation menu.
- Selecting Feature Set and packages.
- Selecting a database.
- Selecting Incremental Software Management (ISM) parameters.
- Validating keycodes.
- Loading the software.

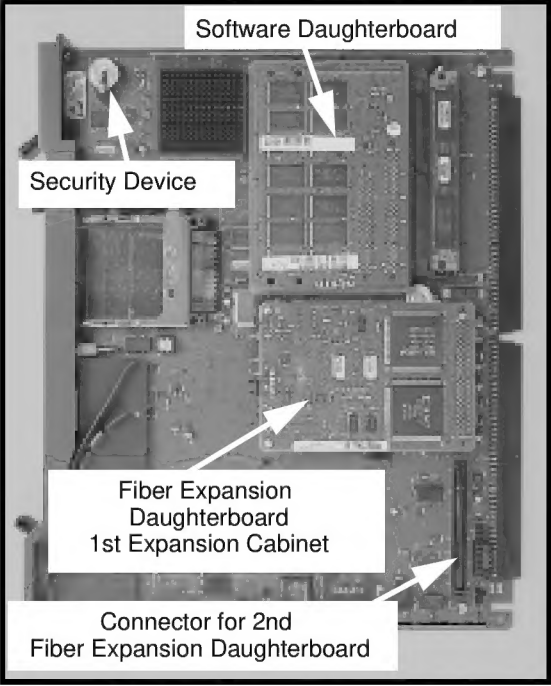
CAUTION

Wear the anti-static wrist strap provided in the bottom of the cabinet before handling circuit cards. Static electricity can damage the components of power supplies and circuit cards.

Installing the software

The procedure on page 11 describes how to install the software.

Software Installation Procedure

Step	Action
1	If not previously done, install the Software Daughterboard and Security Device on the NTDK20 Small System Controller (SSC) card. To install the Software Daughterboard and Security Device: • Put on the anti-static wrist strap and insert the Software Daughterboard in the connector on the component side of the SSC card. • Install any required Expansion Daughterboards. • Insert the Security Device in the socket on the component side of the SSC card.  —continued—

Software Installation Procedure (Continued)

Step	Action						
2	If not previously done, install the NTDK20 Small System Controller (SSC) card in its slot (slot 0) of the main cabinet. If a fiber optic cable is present, make sure that it is placed in the Fiber Routing Guide.						
3	If not previously done, power up the system. To power up the system: Make sure that the power is connected to the cabinet then set the circuit breaker on the front of the power supply unit to ON.						
4	Observe the terminal screen. <table> <tr> <th>If</th><th>Do</th></tr> <tr> <td>INSERT SOFTWARE DELIVERY CARD message appears</td><td>You are using the wrong procedure. Follow procedure in "Chapter 3—New system installation from a Software Delivery (PMCIA) card" on page 27.</td></tr> <tr> <td>INSTALL SETUP PROGRAM message appears</td><td>Step 5</td></tr> </table>	If	Do	INSERT SOFTWARE DELIVERY CARD message appears	You are using the wrong procedure. Follow procedure in "Chapter 3—New system installation from a Software Delivery (PMCIA) card" on page 27.	INSTALL SETUP PROGRAM message appears	Step 5
If	Do						
INSERT SOFTWARE DELIVERY CARD message appears	You are using the wrong procedure. Follow procedure in "Chapter 3—New system installation from a Software Delivery (PMCIA) card" on page 27.						
INSTALL SETUP PROGRAM message appears	Step 5						
5	Observe the terminal screen. <table> <tr> <th>If</th><th>Do</th></tr> <tr> <td>Current system time and date: 00:00:00 -- 00/00/00 message appears</td><td>Step 6</td></tr> <tr> <td>Software Installation Main Menu message appears</td><td>Step 7</td></tr> </table>	If	Do	Current system time and date: 00:00:00 -- 00/00/00 message appears	Step 6	Software Installation Main Menu message appears	Step 7
If	Do						
Current system time and date: 00:00:00 -- 00/00/00 message appears	Step 6						
Software Installation Main Menu message appears	Step 7						
—continued—							

Software Installation Procedure (Continued)

Step	Action										
6	Set the system Time and Date.										
	Note: The Time and Date prompt appears only when the Install Setup Program detects a system Year Date that is not in the range of 1995-2095. The responses shown below are examples. To enter the system Time and Date: <table> <tr> <th>Prompt</th><th>Response (example)</th></tr> <tr> <td>Enter new time (hh/mm/ss)</td><td>08:00:00<cr></td></tr> <tr> <td>Enter new date (yy/mm/dd)</td><td>95/05/01<cr></td></tr> <tr> <td colspan="2">08:00:00 -- 95/05/01 is the new system time and date</td></tr> <tr> <td>Is this correct?</td><td>y<cr></td></tr> </table>	Prompt	Response (example)	Enter new time (hh/mm/ss)	08:00:00<cr>	Enter new date (yy/mm/dd)	95/05/01<cr>	08:00:00 -- 95/05/01 is the new system time and date		Is this correct?	y<cr>
Prompt	Response (example)										
Enter new time (hh/mm/ss)	08:00:00<cr>										
Enter new date (yy/mm/dd)	95/05/01<cr>										
08:00:00 -- 95/05/01 is the new system time and date											
Is this correct?	y<cr>										
7	Select item 1 from the Main Menu.										
	Software Installation Main Menu 1. New System Installation or Option 11/11E Upgrade - From Software Daughterboard 2. System Upgrade 3. Utilities 4. New System Installation - From Software Delivery Card [q]uit, [h]elp or [?], <cr> - redisplay <table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Enter selection</td><td>1<cr> (New system installation)</td></tr> </table>	Prompt	Response	Enter selection	1<cr> (New system installation)						
Prompt	Response										
Enter selection	1<cr> (New system installation)										
—continued—											

Software Installation Procedure (Continued)

Step	Action				
8	Select the Feature Set to be enabled. Note: The Feature Set selected must match the ones provided with key codes. The Feature Set names shown below are examples only. *** NOTE: The following questions require information on the Keycode Data Sheet. Please have it available.*** *** NOTE: If an External Data Card is being used for this system, please insert it into drive b: Now.*** (The following feature sets are examples) Select Feature Set You Wish to Enable: - General Business (NTSKxxxx) - Enhanced Business (NTSKxxxx) - Enterprise (NTSKxxxx) - NAS/VNS (NTSKxxxx) [q]uit, [p]revious, [m]ain menu, [h]elp or [?], <cr> redisplay <table> <tr> <th>Prompt</th><th>Response (example)</th></tr> <tr> <td>Enter Selection:</td><td>2<cr> (Enhanced Business)</td></tr> </table>	Prompt	Response (example)	Enter Selection:	2<cr> (Enhanced Business)
Prompt	Response (example)				
Enter Selection:	2<cr> (Enhanced Business)				
—continued—					

Software Installation Procedure (Continued)

Step	Action										
9	Indicate whether or not packages are to be added.										
	Feature Set Selection: Enhanced Business										
	<table> <tr> <th>Prompt</th><th>Response (example)</th></tr> <tr> <td>Do you wish to add packages?</td><td>n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu)</td></tr> <tr> <td>If</td><td>Do</td></tr> <tr> <td>the response was n</td><td>Step 12</td></tr> <tr> <td>the response was y</td><td>Step 10</td></tr> </table>	Prompt	Response (example)	Do you wish to add packages?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)	If	Do	the response was n	Step 12	the response was y	Step 10
Prompt	Response (example)										
Do you wish to add packages?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)										
If	Do										
the response was n	Step 12										
the response was y	Step 10										
10	Select the Feature packages to be added.										
	<table> <tr> <th>Prompt</th><th>Response (example)</th></tr> <tr> <td>Summary of Packages selected is: 0-2 4-5 7-14 16-25 28-29 32-64 67 70-77 79-83 86-93 95 98-104 107-111 113-116 118-120 122-125 127-129 131-133 135 137-141 Enter packages (s) to be added, blank line to end:</td><td>215-235<cr> <cr> (ends selection entry or if no packages are to be added)</td></tr> </table>	Prompt	Response (example)	Summary of Packages selected is: 0-2 4-5 7-14 16-25 28-29 32-64 67 70-77 79-83 86-93 95 98-104 107-111 113-116 118-120 122-125 127-129 131-133 135 137-141 Enter packages (s) to be added, blank line to end:	215-235 <cr> <cr> (ends selection entry or if no packages are to be added)						
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—continued—											

Software Installation Procedure (Continued)

Step	Action										
11	Confirm Feature Set and packages. Your Feature Set Selection is "Enhanced Business": Additional Packages selected: 215-235 Summary of Packages selected is: 0-2 4-5 7-14 16-25 28-29 32-64 67 70-77 79-83 86-93 95 100-104 107-111 113-116 118-120 122-125 127-129 131-133 135 137-141 200-208 215-235 <table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Is this selection correct?</td><td> n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu) </td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 8</td></tr> <tr> <td>the response was y</td><td>Step 12</td></tr> </table>	Prompt	Response	Is this selection correct?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)	If	Do	the response was n	Step 8	the response was y	Step 12
Prompt	Response										
Is this selection correct?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)										
If	Do										
the response was n	Step 8										
the response was y	Step 12										
—continued—											

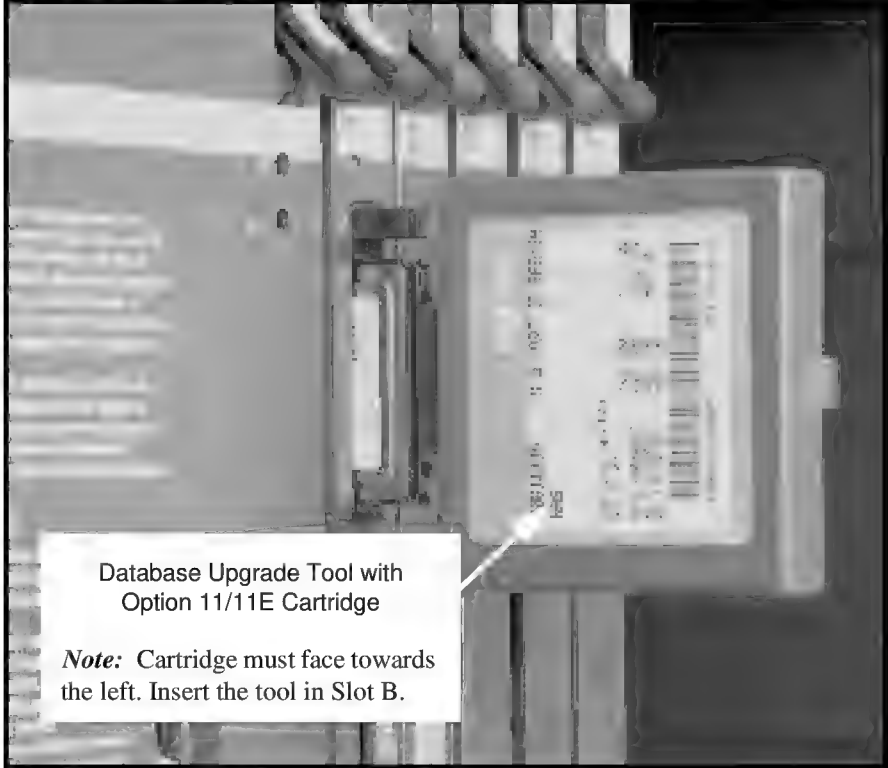
Software Installation Procedure (Continued)

Step	Action										
12	Select a Database.										
	Select database to Install: 1. Pre-Configured database - Enhanced Business 2. Basic Configuration 3. CCBR Restore File 4. Option 11/11E Software Cartridge [q]uit, [p]revious, [m]ain menu, [h]elp or [?], <cr> redisplay										
	<table> <tr> <th>Prompt</th><th>Response (example)</th></tr> <tr> <td>Enter Selection:</td><td>3 or 4<cr></td></tr> <tr> <td>If</td><td>Do</td></tr> <tr> <td>selection was CCBR Restore File</td><td>Step 13</td></tr> <tr> <td>selection was Option 11/11E Software Cartridge</td><td>Step 14</td></tr> </table>	Prompt	Response (example)	Enter Selection:	3 or 4<cr>	If	Do	selection was CCBR Restore File	Step 13	selection was Option 11/11E Software Cartridge	Step 14
Prompt	Response (example)										
Enter Selection:	3 or 4<cr>										
If	Do										
selection was CCBR Restore File	Step 13										
selection was Option 11/11E Software Cartridge	Step 14										
13	Confirm database selection.										
	Warning: you must have an Option 11/11E database. Do you wish to continue?										
	<table> <tr> <th>Prompt (example)</th><th>Response (example)</th></tr> <tr> <td>Do you wish to continue?</td><td>n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu)</td></tr> <tr> <td>If</td><td>Do</td></tr> <tr> <td>the response was n</td><td>Step 12</td></tr> <tr> <td>the response was y</td><td>Step 16</td></tr> </table>	Prompt (example)	Response (example)	Do you wish to continue?	n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu)	If	Do	the response was n	Step 12	the response was y	Step 16
Prompt (example)	Response (example)										
Do you wish to continue?	n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu)										
If	Do										
the response was n	Step 12										
the response was y	Step 16										
—continued—											

Software Installation Procedure (Continued)

Step	Action
14	Connect the Option 11/11E Software Cartridge to the Database Upgrade Tool. Connect the Option 11 or Option 11E Software Cartridge to the Database Upgrade Tool. The diagram illustrates the physical connection between the software cartridge and the upgrade tool. On the left is the 'Option 11 or Option 11E Software Cartridge', which is a rectangular component with a metallic finish. On the right is the 'Database Upgrade Tool', a larger circuit board with various components. A white arrow originates from a connector on the right side of the cartridge and points to a matching multi-pin connector on the left side of the upgrade tool, indicating where they should be plugged together.
—continued—	

Software Installation Procedure (Continued)

Step	Action
15	Install the Database Upgrade Tool and cartridge.
	Insert the Database Upgrade Tool with the Option 11/11E cartridge installed into drive b: Press Enter to continue.  Database Upgrade Tool with Option 11/11E Cartridge <i>Note:</i> Cartridge must face towards the left. Insert the tool in Slot B.
	—continued—

Software Installation Procedure (Continued)

Step	Action																					
16	Review ISM parameters.																					
Note: On a new installation, the ISM parameters displayed on the terminal screen will be the default settings associated with the Feature Set selection. These settings can be accepted without changes or changed to suit the requirements of the new system.																						
Current ISM Parameters: <table><tr><td>TNS</td><td>(1000)</td><td>(maximum number of terminal numbers)</td></tr><tr><td>AGNT</td><td>(1000)</td><td>(maximum number of ACD agents)</td></tr><tr><td>ACDN</td><td>(0100)</td><td>(maximum number of ACD DNs)</td></tr><tr><td>AST</td><td>(0000)</td><td>(maximum number of associate Sets)</td></tr><tr><td>DSL</td><td>(0000)</td><td>(maximum number of Digital Subscriber Loops)</td></tr><tr><td>LTID</td><td>(0000)</td><td>(maximum number of Logical Terminal IDs)</td></tr><tr><td>MOPT</td><td>(0000)</td><td>(Meridian Mail option)</td></tr></table>		TNS	(1000)	(maximum number of terminal numbers)	AGNT	(1000)	(maximum number of ACD agents)	ACDN	(0100)	(maximum number of ACD DNs)	AST	(0000)	(maximum number of associate Sets)	DSL	(0000)	(maximum number of Digital Subscriber Loops)	LTID	(0000)	(maximum number of Logical Terminal IDs)	MOPT	(0000)	(Meridian Mail option)
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LTID	(0000)	(maximum number of Logical Terminal IDs)																				
MOPT	(0000)	(Meridian Mail option)																				
Prompt	Response																					
Do you wish to change ISM parameters?	n<cr> (no change) y<cr> (change) a<cr> (abort, return to main menu)																					
If	Do																					
the response was y	Step 17																					
the response was n	Step 19																					
—continued—																						

Software Installation Procedure (Continued)

Step	Action																		
17	Select ISM parameters.																		
	<table> <tr> <th>Prompt (example)</th><th>Response (example)</th></tr> <tr> <td>Enter new ISM parameters, <cr> to leave as is:</td><td></td></tr> <tr> <td>TNS (1000)</td><td><cr> (no change)</td></tr> <tr> <td>AGNT (1000)</td><td><cr> (no change)</td></tr> <tr> <td>ACDN (0100)</td><td><cr> (no change)</td></tr> <tr> <td>AST (0000)</td><td>100<cr> (change)</td></tr> <tr> <td>DSL (0000)</td><td><cr> (no change)</td></tr> <tr> <td>LTID (0000)</td><td><cr> (no change)</td></tr> <tr> <td>MOPT (0000)</td><td><cr> (no change)</td></tr> </table>	Prompt (example)	Response (example)	Enter new ISM parameters, <cr> to leave as is:		TNS (1000)	<cr> (no change)	AGNT (1000)	<cr> (no change)	ACDN (0100)	<cr> (no change)	AST (0000)	100<cr> (change)	DSL (0000)	<cr> (no change)	LTID (0000)	<cr> (no change)	MOPT (0000)	<cr> (no change)
Prompt (example)	Response (example)																		
Enter new ISM parameters, <cr> to leave as is:																			
TNS (1000)	<cr> (no change)																		
AGNT (1000)	<cr> (no change)																		
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AST (0000)	100<cr> (change)																		
DSL (0000)	<cr> (no change)																		
LTID (0000)	<cr> (no change)																		
MOPT (0000)	<cr> (no change)																		
18	Confirm ISM parameters.																		
	New ISM parameters are: TNS (1000) AGNT (1000) ACDN (0100) AST (0100) DSL (0000) LTID (0000) MOPT (0000)																		
	<table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Is this correct?</td><td>n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu)</td></tr> </table>	Prompt	Response	Is this correct?	n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu)														
Prompt	Response																		
Is this correct?	n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu)																		
	<table> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 16</td></tr> <tr> <td>the response was y</td><td>Step 19</td></tr> </table>	If	Do	the response was n	Step 16	the response was y	Step 19												
If	Do																		
the response was n	Step 16																		
the response was y	Step 19																		
—continued—																			

Software Installation Procedure (Continued)

Step	Action										
19	Define the AUX ID.										
Note: The default AUX ID is the system ID provided with the Option 11C. It should be replaced with the previous Option 11 or Option 11E site ID.											
	<table> <tr> <th>Prompt (example)</th><th>Response (example)</th></tr> <tr> <td>Security ID: 20000326 Current AUX ID: 20000326 Do you wish to change the AUX ID?</td><td>y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)</td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 21</td></tr> <tr> <td>the response was y</td><td>Step 20</td></tr> </table>	Prompt (example)	Response (example)	Security ID: 20000326 Current AUX ID: 20000326 Do you wish to change the AUX ID?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)	If	Do	the response was n	Step 21	the response was y	Step 20
Prompt (example)	Response (example)										
Security ID: 20000326 Current AUX ID: 20000326 Do you wish to change the AUX ID?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)										
If	Do										
the response was n	Step 21										
the response was y	Step 20										
20	Enter the AUX ID.										
Enter the Option 11/11E System ID for the new AUX ID, <cr> to maintain											
New AUX ID: 12121212 Is this correct?											
y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)											
—continued—											

Software Installation Procedure (Continued)

Step	Action												
	<table> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 19</td></tr> <tr> <td>the response was y</td><td>Step 21</td></tr> </table>	If	Do	the response was n	Step 19	the response was y	Step 21						
If	Do												
the response was n	Step 19												
the response was y	Step 21												
21	Review and confirm information entered.												
	New Installation Information Summary: <pre> System ID : 20000326 Aux ID : 12121212 Added Pkgs : 215-235 Feature Set : Enhanced Business Database : Company.ABC OLD NEW S/W Release : 2304C ISM Parameters : OLD NEW TSN : 1000 1000 AGNT : 1000 1000 ACDN : 0100 0100 AST : 0000 0150 DSL : 0000 0100 LTID : 0000 0000 MOPT : 0000 0000 </pre> <table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Is this correct?</td><td> y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu) </td></tr> <tr> <td></td><td></td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 8</td></tr> <tr> <td>the response was y</td><td>Step 22</td></tr> </table>	Prompt	Response	Is this correct?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)			If	Do	the response was n	Step 8	the response was y	Step 22
Prompt	Response												
Is this correct?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)												
If	Do												
the response was n	Step 8												
the response was y	Step 22												
—continued—													

Software Installation Procedure (Continued)

Step	Action																
22	Enter the keycodes																
	Note: Enter keycodes in place of x, y, z, shown in Response column. <table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Enter new Keycodes:</td><td></td></tr> <tr> <td>Key 1:</td><td>xxxxxxxx<cr></td></tr> <tr> <td>Key 2:</td><td>yyyyyyyy<cr></td></tr> <tr> <td>Key 3:</td><td>zzzzzzzz<cr></td></tr> </table> <table> <tr> <th>If</th><th>Do</th></tr> <tr> <td>after the last keycode is entered, 'Keycode validation successful' ***WARNING*** A system restart will be invoked as part of the software installation process" message appears</td><td>Step 23</td></tr> <tr> <td>after the last keycode is entered, 'Keycode validation unsuccessful' message appears</td><td>Step 22 again to re-enter correct keycodes</td></tr> </table> Note: After three unsuccessful keycode validation attempts, the following message appears. <pre>Keycode validation unsuccessful. Installation aborted...returning to main menu.</pre>	Prompt	Response	Enter new Keycodes:		Key 1:	xxxxxxxx<cr>	Key 2:	yyyyyyyy<cr>	Key 3:	zzzzzzzz<cr>	If	Do	after the last keycode is entered, 'Keycode validation successful' ***WARNING*** A system restart will be invoked as part of the software installation process" message appears	Step 23	after the last keycode is entered, 'Keycode validation unsuccessful' message appears	Step 22 again to re-enter correct keycodes
Prompt	Response																
Enter new Keycodes:																	
Key 1:	xxxxxxxx<cr>																
Key 2:	yyyyyyyy<cr>																
Key 3:	zzzzzzzz<cr>																
If	Do																
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after the last keycode is entered, 'Keycode validation unsuccessful' message appears	Step 22 again to re-enter correct keycodes																
—continued—																	

Software Installation Procedure (Continued)

Step	Action										
23	Complete the software installation.										
	<table><tr><th>Prompt</th><th>Response</th></tr><tr><td>Are you sure you wish to perform the installation?</td><td>y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)</td></tr><tr><th>If</th><th>Do</th></tr><tr><td>response was y</td><td>—End—</td></tr><tr><td>response was n</td><td>Step 7</td></tr></table>	Prompt	Response	Are you sure you wish to perform the installation?	y <cr> (yes) n <cr> (no) a <cr> (abort, return to main menu)	If	Do	response was y	—End—	response was n	Step 7
Prompt	Response										
Are you sure you wish to perform the installation?	y <cr> (yes) n <cr> (no) a <cr> (abort, return to main menu)										
If	Do										
response was y	—End—										
response was n	Step 7										
—End—											